

# Distributed Denial of Service Mitigation/Lumen® DDoS Hyper® ("Service")

Privacy Data Sheet

November 2024

This Privacy Data Sheet describes the Processing of Personal Information by Distributed Denial of Service Mitigation/Lumen DDoS Hyper ("DDoS" or the "Service"). The Service provides layers of defense through enhanced network routing, rate limiting and filtering that can be paired with advanced network-based detection and mitigation scrubbing center solutions. It is a carrier-agnostic solution that pulls customer traffic through either Border Gateway Protocol ("BGP") advertisement route redirection or Domain Name System ("DNS") redirection onto Lumen's global scrubbing centers for mitigation and cleansing. The flexible managed Service can proactively detect and mitigate threats to help minimize downtime and maintain performance of critical web-facing assets and applications. This is a Lumen-hosted cloud solution. Lumen provides the Service directly to its Customers for use by Customers and Customers' End Users. Lumen may Process Personal Information Customers provide regarding Customer and End Users in the course of providing the Service.

## Types of End User Personal Information

End User Personal Information may include:

- IPv4 and IPv6 (source/destination)
- URLs
- Netflow data - if flow-based monitoring is purchased
- If traffic is not encrypted, the Service will briefly inspect the contents of the packet for signs of protocol misuse. The DDoS platform does not retain packet content data beyond packet inspection

## Purpose of Processing

Necessary to provide the Service, comprehend Customer's needs, optimize the Service, and provide Customer reports

## Authorized Personnel with Access

- **Lumen:** To troubleshoot and support the Service
- **Customer:** Through the Control Center Portal with access limited only to that Customer's End User information
- **NETSCOUT:** Troubleshoot and support the Service (under supervision of Lumen Security Operations Center)

## Retention Periods

### Lumen:

- Rolling ninety (90) days for alerts
- Records of mitigations that IP addresses may be retained for the duration of Service to Customer
- All other Customer data is deleted after Customer terminates contract

## Transfer of Personal Information Across Borders

Lumen uses Standard Contractual Clauses to transfer Personal Information outside the European Economic Area to countries that have not received a determination of adequacy from the European Commission.

## Locations where Personal Information is Processed and Store

Organizations with authorized access to Customer Information	Storage location per Customer's instructions	Access location
Lumen	<p><b>North America</b> USA (Colorado, Georgia)</p>	<p><b>Asia</b> India</p> <p><b>Europe</b> France, Germany, Netherlands, United Kingdom</p> <p><b>North America</b> USA (Arizona, California, Colorado, Illinois, Minnesota, New York, Texas)</p> <p><b>or</b></p> <p><b>Global:</b> Authorized Personnel located anywhere with secure internet access</p>
Customer	<p><b>North America</b> USA</p>	<p><b>Asia</b> India</p> <p><b>Europe</b> France, Germany, Netherlands, United Kingdom</p> <p><b>North America</b> USA (Arizona, California, Colorado, Illinois, Minnesota, New York, Texas)</p> <p><b>or</b></p> <p><b>Global:</b> Authorized Personnel located anywhere with secure internet access</p>
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NETSCOUT	<p><b>North America</b></p> <p>USA (Colorado, Georgia)</p>	<p><b>Asia</b></p> <p>India</p>
		<p><b>Europe</b></p> <p>France, Germany, Netherlands, United Kingdom</p> <p><b>North America</b></p> <p>USA (Arizona, California, Colorado, Illinois, Minnesota, New York, Texas)</p> <p><b>or</b></p> <p><b>Global:</b> Authorized Personnel located anywhere with secure internet access</p>

Lumen uses Amazon Web Services (“AWS”) as its cloud service provider for storing data associated with providing DDoS. Data is stored in the AWS cloud in the USA. AWS does not have access to End User Personal Information. For more information, please review the [AWS Privacy Notice](#).

**Sub-processors (third party suppliers)**

Lumen may copy Personal Information described in this Privacy Data Sheet to Lumen supplier for the purposes of setting up and/or delivering the Service. Lumen uses the following third-party suppliers who may Process Personal Information to provide the Service to Customer and their End-Users.

	Third-party Suppliers and Purposes	Country	Supplier’s privacy statement
	NETSCOUT	Austria, Czech Republic, France, Germany, Ireland, Italy, Netherlands, Spain, Sweden, United Kingdom, USA	<a href="#">Privacy Policy</a>